

POSITION DESCRIPTION

**IS Business Automation Specialist (07-33)
Information Systems Specialist
Department of Administration
Division of Facilities Development & Management**

August 2019

POSITION SUMMARY

This position working under general supervision reports directly to the Bureau Director of the Division of Facilities Development & Management (DFDM), Bureau of Building Management (BBM), and serves as an Information Systems Specialist for the division. This position provides IT knowledge, planning, application portfolio management, project management, defines milestones and deliverables, and provides user support for all Bureaus in DFDM in the use of technology for business automation and technology. This position develops processes for troubleshooting, recovering, adjusting, modifying, and improving business systems and provides support that minimizes interruptions in the ability to carry out critical business activities. These systems support the facilities management programs for DOA owned buildings, asset management, real estate portfolio management, and the State Building Program.

The purpose of the Information Systems Specialist is to review current DFDM systems, assist with maintaining critical IS systems, and provide information on emerging technologies and system integration opportunities for continual process automation. DFDM system applications currently support all phases of the facility lifecycle including the programming, design, construction, and operations of state facilities. DFDM oversees the operations and maintenance of over 30 state office buildings and manages approximately 6 million square feet in seven cities throughout the state. In addition, DFDM manages all leasing and real estate transactions for state agencies.

This position is responsible for assistance in maintaining all state facility-related systems including but not limited to: Facilities Management System CMMS (AssetWorks AiM) operations and maintenance module, facilities management information center platform, AiM IQ, asset management and customer databases, Parking Management Software (TIBA), historical archive database (Past Perfect). This position will provide backup support to the following state facility-related systems including but not limited to: Facilities Management System CMMS (AssetWorks AiM) CHPP system, real estate, space management, asset and capital planning modules, Real Estate Services database, and Space/Lease Management (Archibus). This position is also responsible for assistance in developing and coordinating integration between state facilities applications and with external systems including finance, budget, human resources, and procurement systems being migrated and consolidated into PeopleSoft (STAR). This position will work directly with leadership and users to understand business needs for the development of short and long term strategic plans and recommend supporting IT solutions. This position will develop and manage help desk and training programs to support users of state facilities applications.

GOALS AND WORKER ACTIVITIES:

35% A. Coordinate and assist with the implementation of new systems, enhancements, and changes for assigned programs and systems.

A1. Provide project management to implement new systems and enhance existing applications. Develop detailed system specification documentation and work with application developers. Provide ongoing communication and direction to appropriate DFDM staff and DET on the need for improvements, new features, and enhancements identified response to users' needs.

A2. Perform research and analysis for proposed and existing system applications; identify where changes in technology would improve business efficiencies and decision support models.

A3. Work with Bureau leadership and end users to define the scopes and needs of the divisions to recommend new business IT solutions.

A4. Provide expertise to users and DET to develop and maintain content/document management solutions for documents related to the facilities maintenance and state building program.

A5. Act as primary contact with DET and outside programmers for all system application and desktop support issues on assigned programs and systems utilizing SQL or other appropriate programming languages.

25% B. Interface with the Department of Enterprise Technology & Bureau Management on assigned programs/systems and provide backup support where necessary.

B1. Serve as the primary technology authority for assigned programs and systems for the Bureaus of Building Management and Bureau of Real Estate Management.

B2. Identify and document space management, leasing, architecture, engineering, and construction technology trends in government and business both within the State of Wisconsin and nationally; forecast business needs for short-term (2-3 years) and long-term (5-10 years).

B3. Research and recommend strategies to division leadership to ensure adequate links between current and future business and technology needs.

B4. Assist with feasibility studies; identify technology projects and provide recommendations to proceed with DET built systems versus off-the-shelf solutions.

B5. Provide system administration functions to assigned modules for Facilities Management technology systems; assist with reporting and evaluation of programming necessary to conduct business from these systems.

B6. Evaluate concerns and issues proactively with division management related to facilities technology issues; take initiative in summarizing issues, providing background information, and recommendations.

B7. Serve as the primary interface with the Department of Enterprise Technology for assigned programs and systems for the Bureaus of Building Management and Real Estate Management.

15% C. Manage assigned IT programs and staff responsible for end user support and training.

C1. Establish first-line user support programs, prepare and distribute user documentation, direct user training, and maintain problem log.

C2. Provide technical direction, guidance, and consultation to system users to ensure that technical problems with applications are resolved promptly. Work with DET and direct appropriate division staff. Develop follow-up communication procedures to first-line users regarding problem resolutions.

C3. Monitor systems Problem Log to determine if the report is actually a problem with the application, a training issue with the users, a browser issue, or a requested enhancement to the system; make changes, as needed, to the log.

C4. Log user calls and problem resolutions in a Web-based Help Desk system. Collaborate with professional staff to design and enter user survey data based on help desk data. Analyze and oversee preparation of monthly customer service reports.

C5. Prepare cost/benefit analysis to determine if new technologies can provide benefits. Represent the division in recommending procurement of IT user hardware and software.

C6. Develop and provide outreach presentations on the use of IT applications to all users around the state.

C7. Coordinate SharePoint updates and changes and provide backup assistance to coordinate website and intranet updates managed by the division.

C8. Develop and manage help desk and training programs to support users of state facilities applications.

10% D. Develop and distribute business management reports and provide other data analyses on assigned programs/systems.

D1. Create and deploy Web based management reports with an emphasis on key performance metrics of the Bureaus.

D2. Develop strategies for report delivery for management and end users reporting.

D3. Seek programmer resources as the need for more complicated reporting requirements and delivery methods arise.

D4. Manage building inventory database and provide report preparation.

10% E. Coordinate maintenance of security systems and IS organizational & archival functions

E1. Coordinate support to first-line users for establishing user accounts and passwords.

E2. Develop LDAP/single sign-on strategies for use in facilities applications using LAN/IAM credentials.

E3. Coordinate archiving and maintenance of data and files.

E4. Coordinate organization of Division and Bureau network drives and space utilization.

5% F. Perform other division duties as required.

F1. Attend division meetings.

F2. Prepare reports on assigned subjects.

F3. Other duties as assigned.

KNOWLEDGE, SKILLS & ABILITIES:

1. Knowledge of business analysis methods, tools, and techniques
2. Experience with computer systems and databases such as: capital projects management, real estate services database, historical archive database, and space/lease management.
3. Ability to troubleshoot, recover, adjust, modify, improve, and reengineer business systems.
4. Ability to work on a team.
5. Knowledge of world wide web and Internet data requirements
6. Knowledge of client server environments and requirements
7. Strong oral and written communication skills including the ability to communicate business and technical concepts and information effectively to a wide range of audiences
8. Strong inter-personal skills, including the ability to work with peers, customers, and executives
9. Ability to communicate results accurately and effectively, and summarize and report

to management

10. Ability to work independently and exercise appropriate discretion with a minimum of supervision and produce effective, acceptable results within short time frames.
11. Knowledge of Microsoft Office, reporting tools, teleconferencing and presentation tools, and Microsoft Project (or equivalent)
12. Analytical and problem-solving skills
13. Knowledge of project management, and execution
14. Knowledge of programming language such as SQL